



NOTICE OF PRIVACY PRACTICES FOR THE WORLD TRADE CENTER HEALTH PROGRAM

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

The World Trade Center (WTC) Health Program is required, by law, to maintain the privacy and security of your personal health information and to provide you with notice of its legal duties and privacy practices with respect to how your personal health information held by the WTC Health Program will be used and disclosed (“given out”) by the WTC Health Program.

WTC Health Program Uses and Disclosures of Your Personal Health Information

The WTC Health Program must use and disclose your personal health information to provide information:

- To you, someone you name, or someone who has the legal right to act for you. The WTC Health Program will make sure that person has this authority and can act for you before we take any action.
- To the Secretary of the Department of Health and Human Services, if necessary, to make sure your privacy is protected; and
- Where required by law

The WTC Health Program has the right to use and disclose your personal health information to provide you with treatment, to pay for your health care, and to operate the WTC Health Program. Examples include:

- The WTC Health Program will collect and use your personal health information to decide if the necessary requirements are met for coverage of your health condition(s) under the WTC Health Program (conditions which meet these requirements are “certified” by the WTC Health Program).
- The WTC Health Program will collect and use your personal health information for the purposes of determining diagnosis and medically necessary treatment of “certified” health conditions.
- The WTC Health Program will disclose your personal health information to the Centers for Medicare and Medicaid Services (CMS) in order for CMS to pay providers for eligible health care benefits you received.

- The WTC Health Program will review and use your personal health information to make sure you are receiving quality healthcare.

The WTC Health Program may use or disclose your personal health information for the following purposes under limited circumstances:

- To other federal and state agencies, where allowed by federal law, that need WTC Health Program health data for their program operations
- For public health activities (such as reporting disease outbreaks)
- For health care oversight activities (such as fraud and abuse investigations)
- For judicial and administrative proceedings (such as in response to a court order)
- For law enforcement purposes
- To avoid a serious and imminent threat to health or safety
- For purposes of reporting information about victims of abuse, neglect, or domestic violence
- To report information about deceased individuals to a coroner, medical examiner, or funeral director, or for organ or tissue donation purposes
- For research purposes, under certain conditions
- For workers compensation purposes
- To contact you about new or changed coverage under the WTC Health Program

By law, the WTC Health Program must have your written permission (an “authorization”) to use or disclose your personal health information for any purpose that is not set out in this notice including certain uses or disclosures of psychotherapy notes. In addition, the WTC Health Program will not sell or market your personal health information without your written permission. You may take back (“revoke”) your written permission anytime, except to the extent that the WTC Health Program has already acted based on your permission. If you take back your written permission, please provide that to the program in writing.

The WTC Health Program is prohibited from using or disclosing your personal genetic health information (i.e., your genetic tests, the genetic tests of your family members and your family medical history) for purposes of determining your eligibility and enrollment into the WTC Health Program (i.e. underwriting).

Your Rights:

By law, you have the right to:

- Receive a paper copy of this notice, upon request to the WTC Health Program, even if you have received an electronic copy of this notice (i.e. email). The WTC Health Program will provide you with a paper copy promptly.
- Receive an accounting (“who” and “where”) the WTC Health Program has disclosed (“given out”) your personal health information for six years prior to the date you ask, who we shared it with and why. The WTC Health Program will include all disclosures except for those about treatment, payment, and health care operation, and certain other disclosures (such as any you asked the WTC Health Program to make). The WTC Health Program will provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.
- Inspect (“review”) and copy your personal health information. You can ask to see or get a copy of your health and claims records and other health information that we have about you. Please ask us how to do this. The WTC Health Program will provide a copy or a summary of your

health and claims records, usually within 30 days of your request. The WTC Health Program may charge a reasonable, cost-based fee.

- Amend your personal health information if you believe that it is wrong or if information is missing from your personal health records. Please note that the WTC Health Program may deny your request to amend your personal health information if it believes the information in your records is accurate and complete. The WTC Health Program will provide you with an explanation of the denial in writing within 60 days. If the WTC Health Program declines to amend your records, you may have a statement added to your personal health records to reflect your disagreement.
- Receive confidential (“private”) communications from the WTC Health Program when you are contacted regarding your personal health information. You may ask the WTC Health Program to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- Request limitations on certain uses and disclosures of your personal health information by the WTC Health Program. Please note that the WTC Health Program is not required to agree to this requested limitation except under certain circumstances.
- Be informed of and receive notification if a breach occurs that may have compromised the privacy or security of your information.

WTC Health Program Responsibilities

The WTC Health Program is required by law to abide by the terms of this privacy notice. The WTC Health Program has the right to change this privacy notice and the changes will apply to all of the information that we have about you. If the WTC Health Program makes any changes to this notice, a copy of the revised notice will be made electronically available on the WTC Health Program website and it will be mailed to you in the WTC Health Program’s next annual mailing. You may also request to receive a copy of the notice.

How to Contact the WTC Health Program

You can call 1-888-982-4748 to get further information about matters covered by this notice. Ask to speak to customer service representative about the WTC Health Program’s privacy notice. To view an electronic copy of the WTC Health Program’s privacy notice, you can visit the WTC Health Program’s website at: www.cdc.gov/wtc.

How to File a Complaint

If you believe that your privacy rights have been violated, you may file a complaint with the WTC Health Program by calling 1-888-982-4748, or by sending a letter to P.O. Box 7000 Rensselaer, NY 12144 **ATTN:** WTC Health Program, HIPAA Complaint. Filing a complaint will not affect your coverage under the program.

You may also file a complaint with the Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/. TTY users should call 1-800-537-7697.

Effective Date of Notice

The Notice of Privacy Practices for the WTC Health Program is effective September 30, 2013.